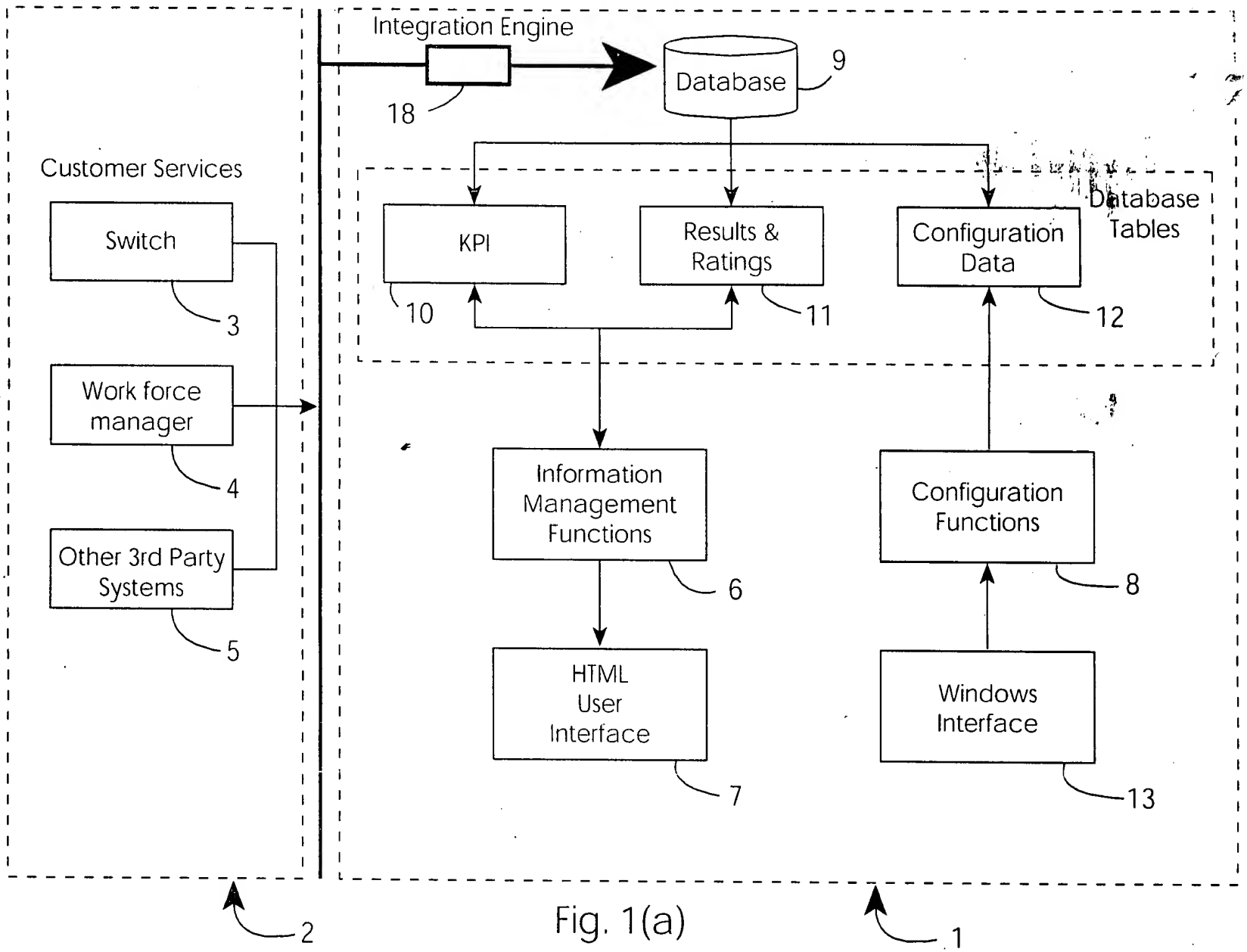
Integration Engine
Database
9
18
Customer Services
Switch
3
Work force manager
4
Other 3rd Party Systems
5
KPI
10
Results & Ratings
11
Configuration Data
12
Database Tables
Information Management Functions
6
HTML User Interface
7
Configuration Functions
8
Windows Interface
13
2
1

Fig. 1(a)

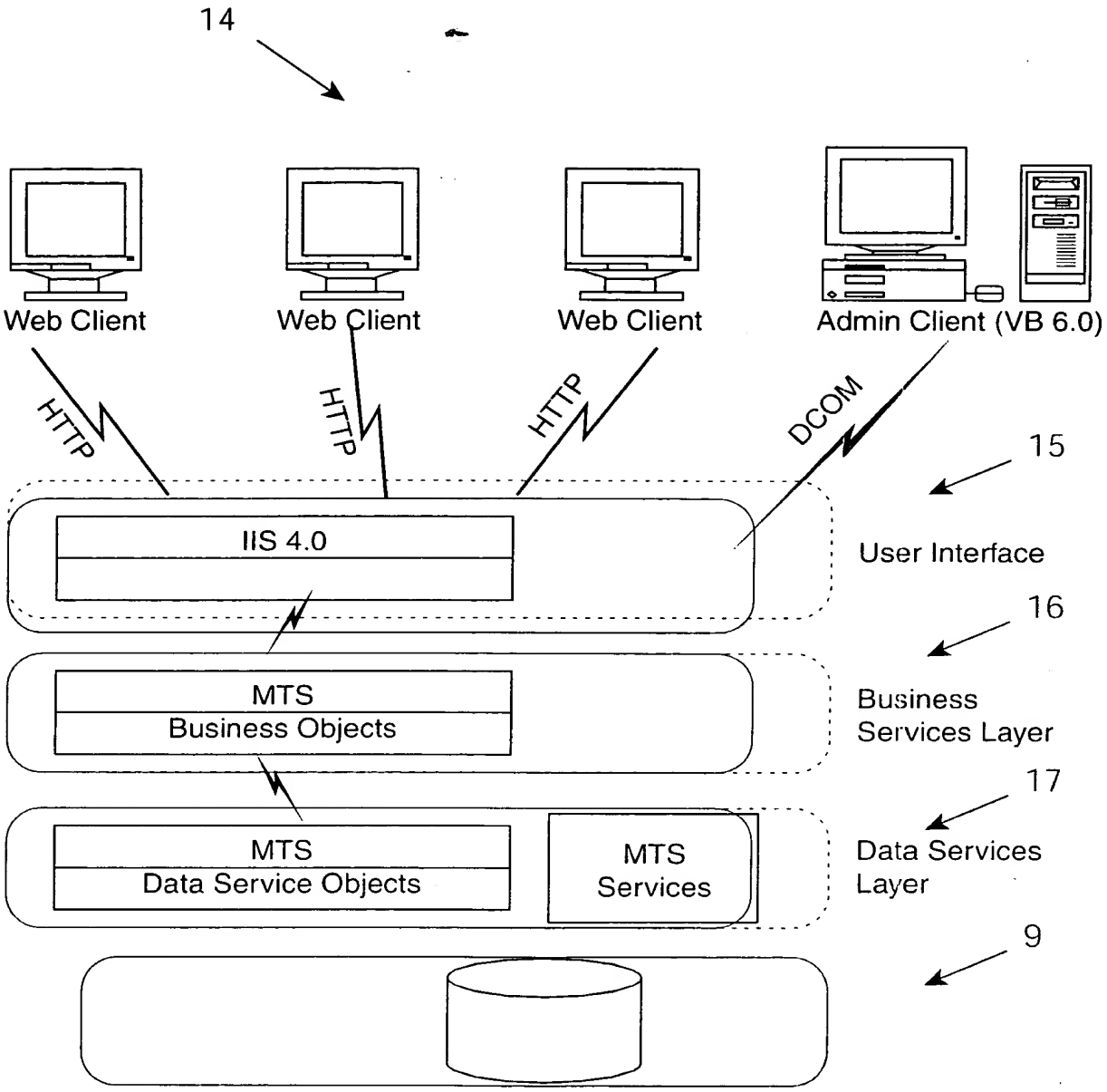
14
Web Client
Web Client
Web Client
Admin Client (VB 6.0)
HTTP
HTTP
HTTP
DCOM
15
IIS 4.0
User Interface
16
MTS
Business Objects
Business
Services Layer
17
MTS
Data Service Objects
MTS
Services
Data Services
Layer
9

Fig. 1(b)

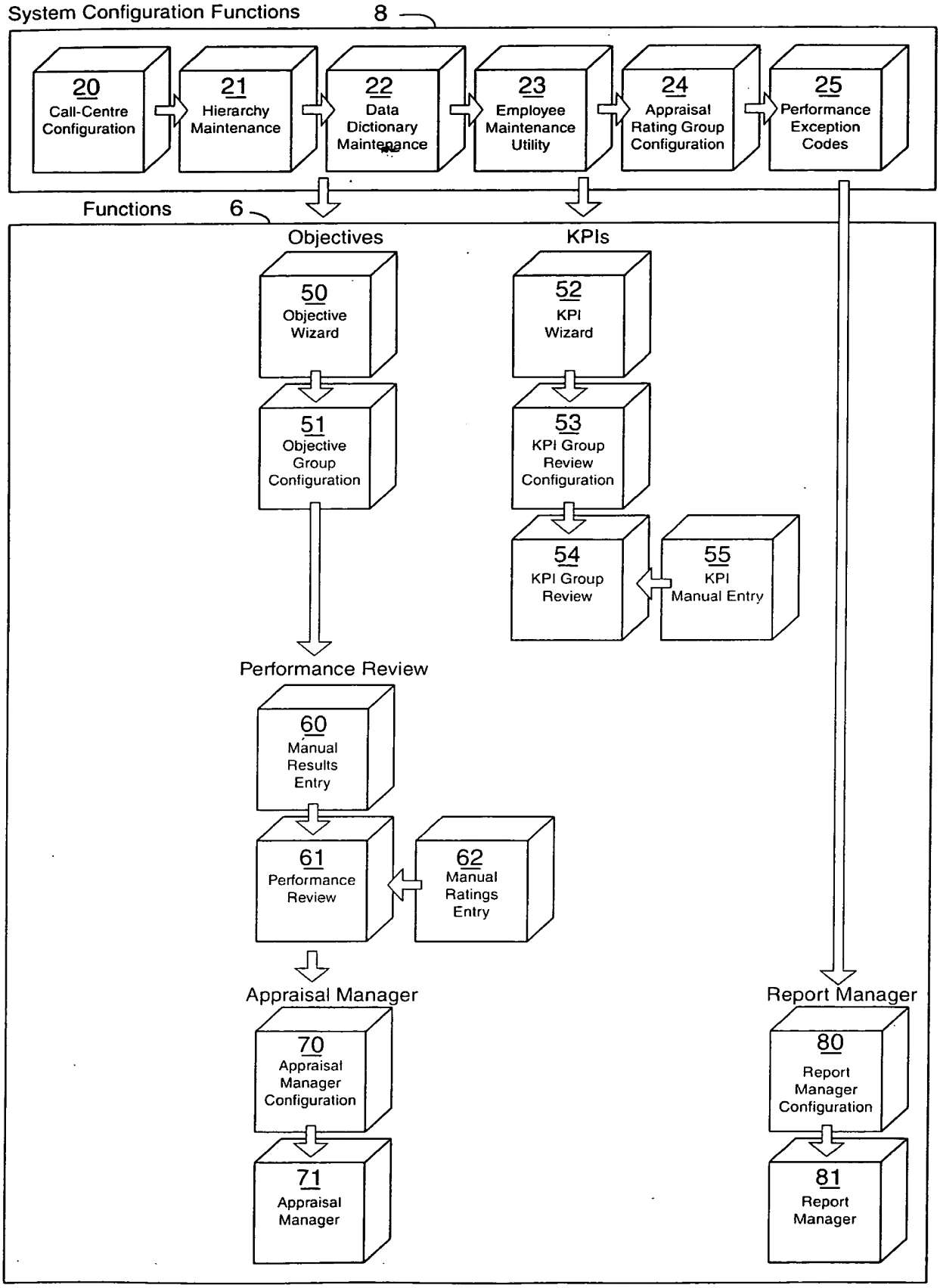
System Configuration Functions
8
20
Call-Centre Configuration
21
Hierarchy Maintenance
22
Data Dictionary Maintenance
23
Employee Maintenance Utility
24
Appraisal Rating Group Configuration
25
Performance Exception Codes
Functions
6
Objectives
KPIs
50
Objective Wizard
51
Objective Group Configuration
52
KPI Wizard
53
KPI Group Review Configuration
54
KPI Group Review
55
KPI Manual Entry
Performance Review
60
Manual Results Entry
61
Performance Review
62
Manual Ratings Entry
Appraisal Manager
70
Appraisal Manager Configuration
71
Appraisal Manager
Report Manager
80
Report Manager Configuration
81
Report Manager

Fig. 2

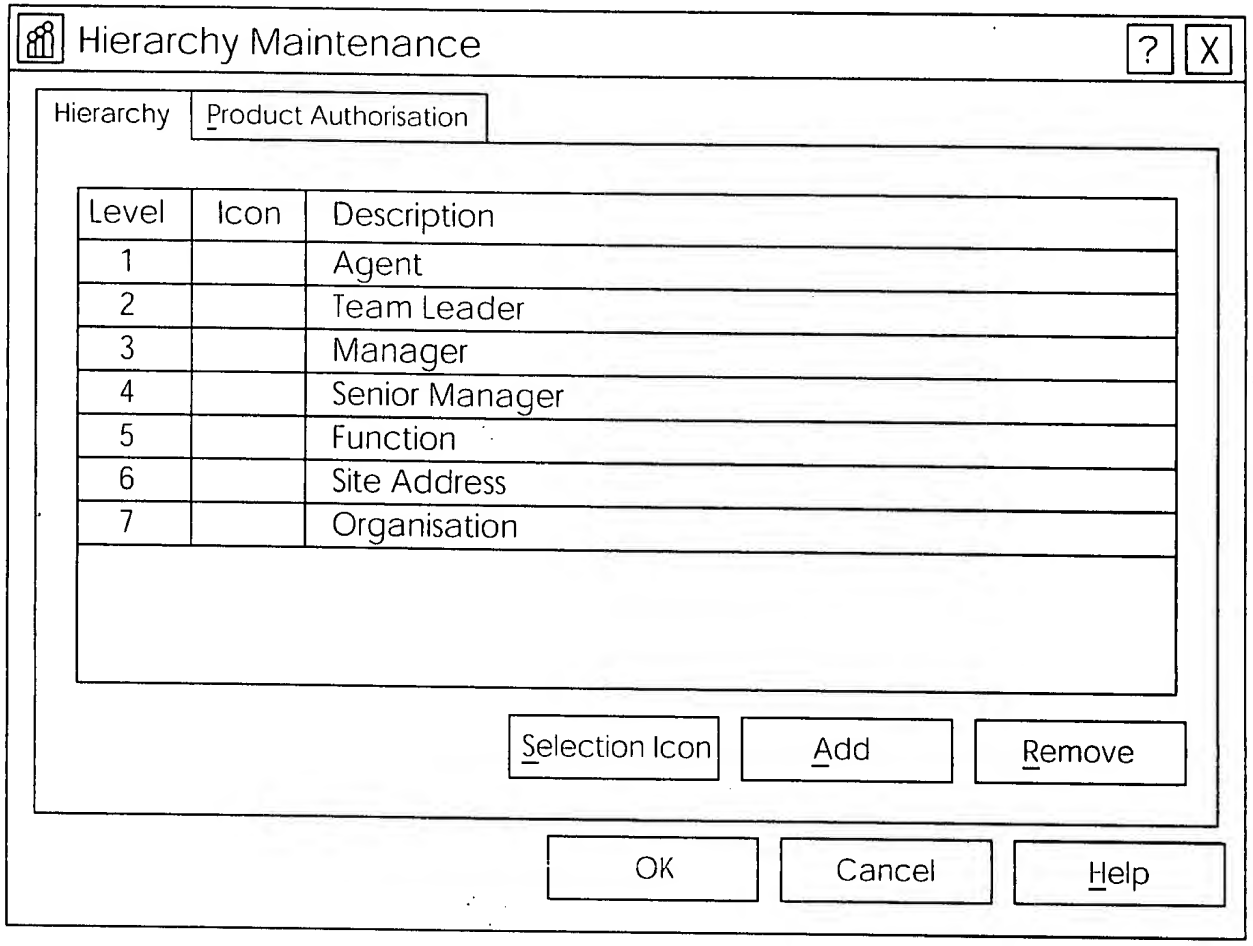
Hierarchy Maintenance
?
X
Hierarchy
Product Authorisation
Level
Icon
Description
1
Agent
2
Team Leader
3
Manager
4
Senior Manager
5
Function
6
Site Address
7
Organisation
Selection Icon
Add
Remove
OK
Cancel
Help

Fig. 3(a)

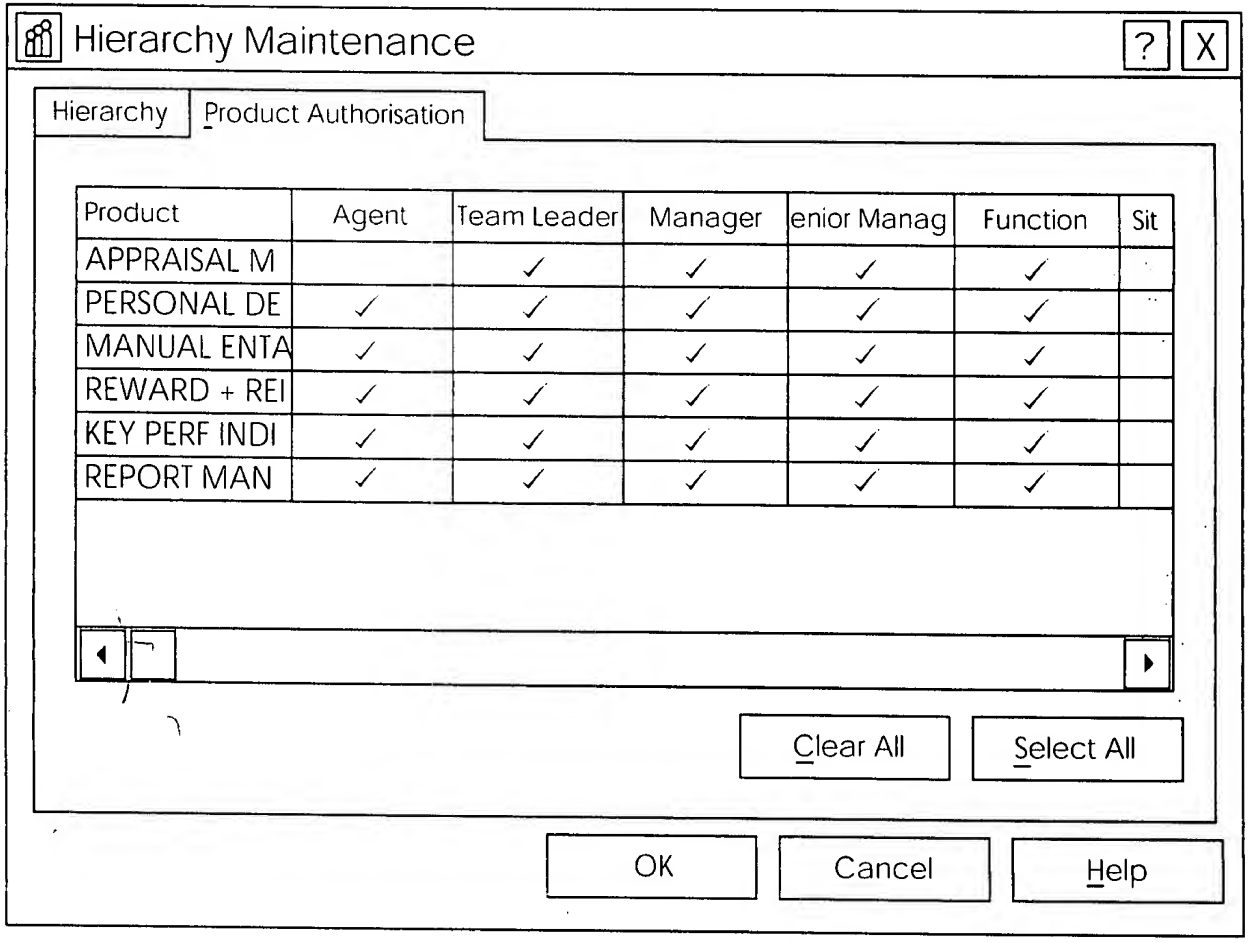
Hierarchy Maintenance
?
X
Hierarchy
Product Authorisation
Product
Agent
Team Leader
Manager
enior Manag
Function
Sit
APPRAISAL M
PERSONAL DE
MANUAL ENTA
REWARD + REI
KEY PERF INDI
REPORT MAN
Clear All
Select All
OK
Cancel
Help

Fig. 3(b)

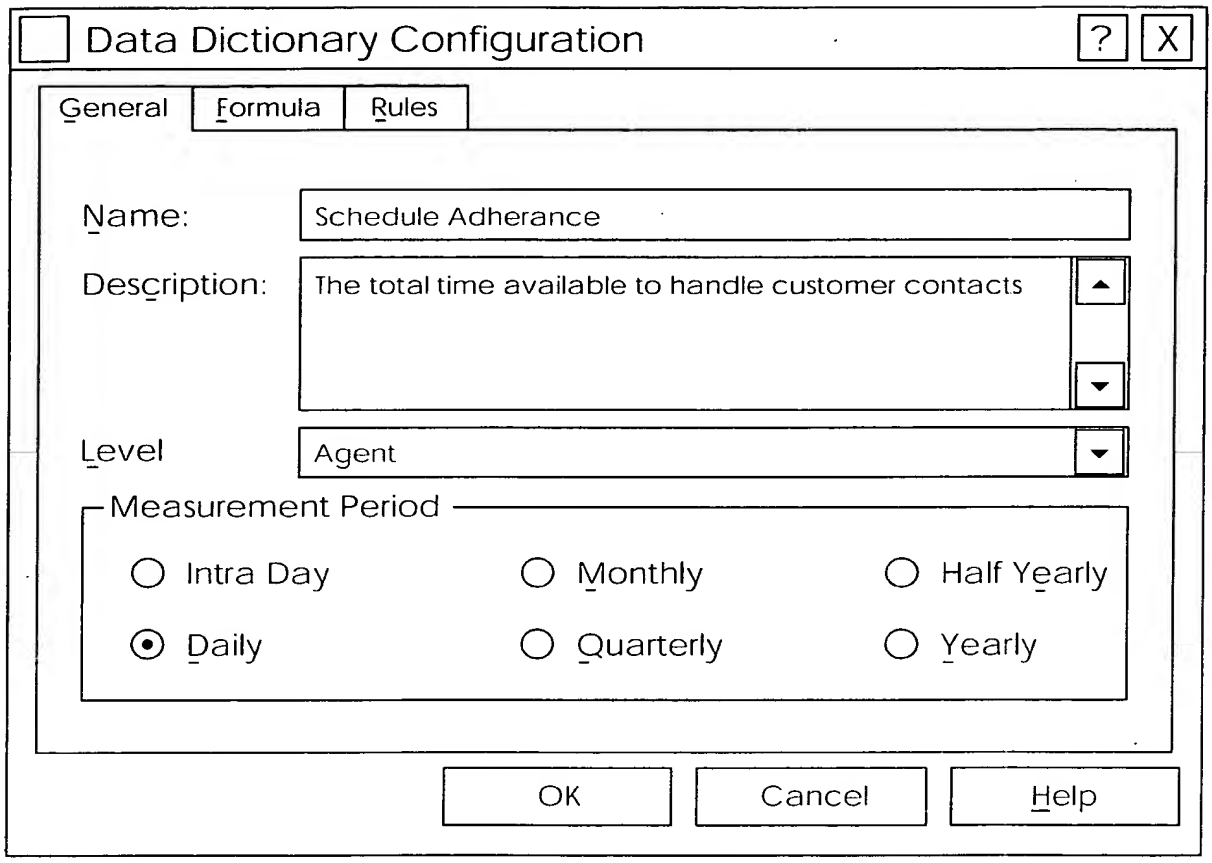
Data Dictionary Configuration
?
X
General
Formula
Rules
Name:
Schedule Adherance
Description:
The total time available to handle customer contacts
Level
Agent
Measurement Period
Intra Day
Monthly
Half Yearly
Daily
Quarterly
Yearly
OK
Cancel
Help

Fig. 4(a)

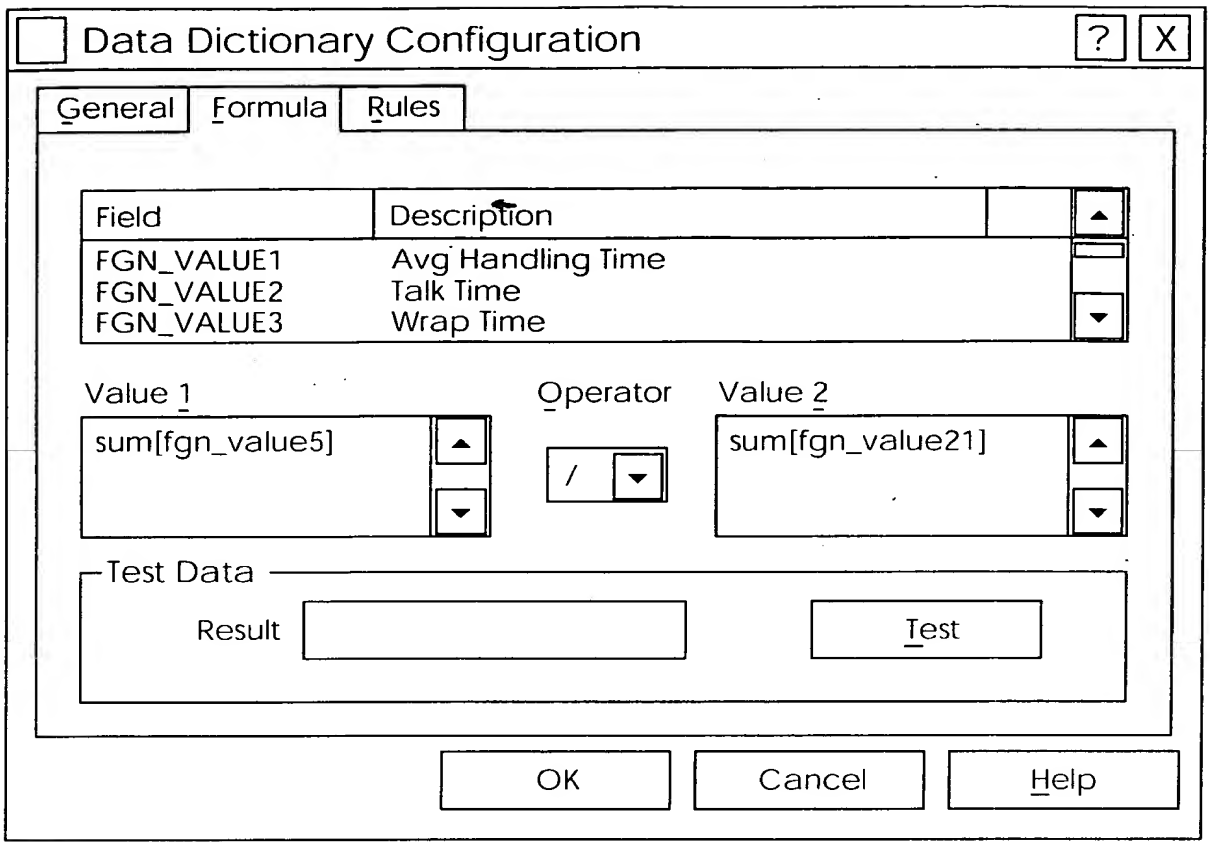
Data Dictionary Configuration
?
X
General
Formula
Rules
Field
Description
FGN_VALUE1
Avg Handling Time
FGN_VALUE2
Talk Time
FGN_VALUE3
Wrap Time
Value 1
sum[fgn_value5]
Operator
/
Value 2
sum[fgn_value21]
Test Data
Result
Test
OK
Cancel
Help

Fig. 4(b)

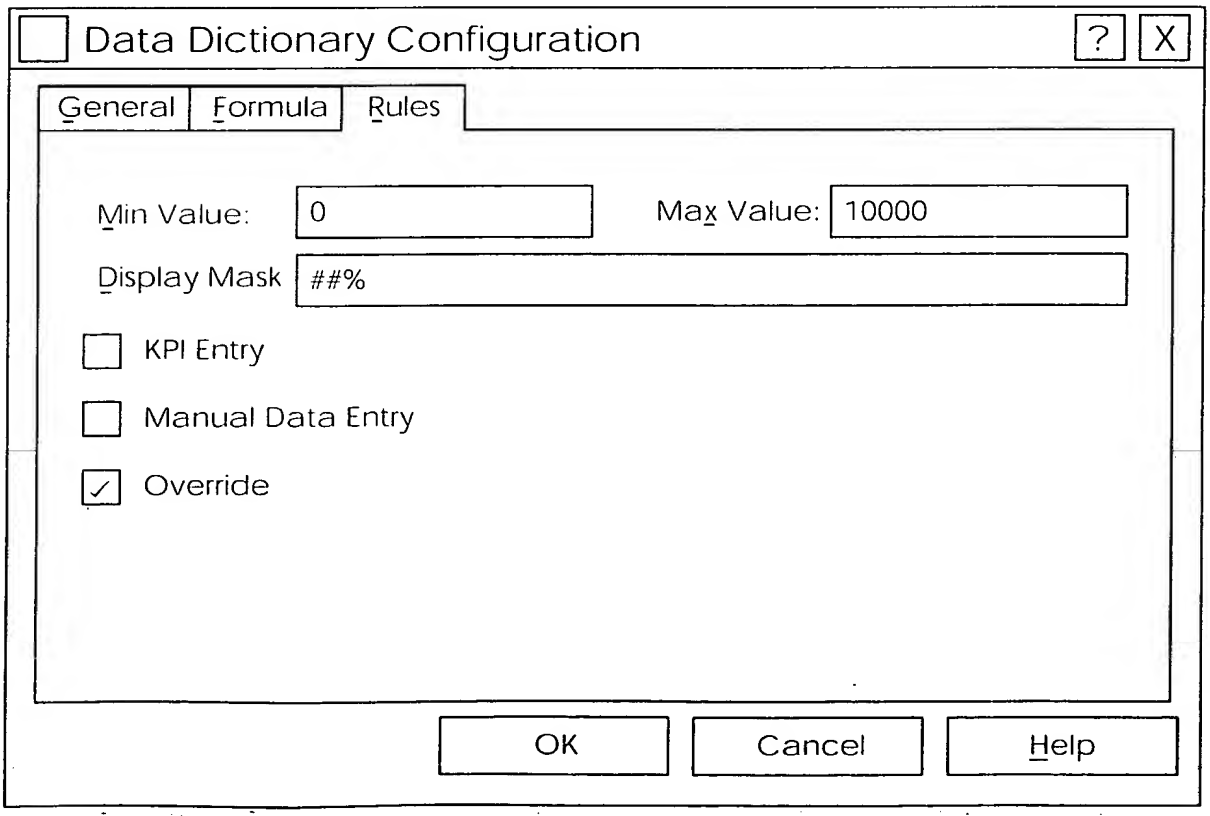
Data Dictionary Configuration
?
X
General
Formula
Rules
Min Value:
0
Max Value:
10000
Display Mask
##%
KPI Entry
Manual Data Entry
Override
OK
Cancel
Help

Fig. 4(c)

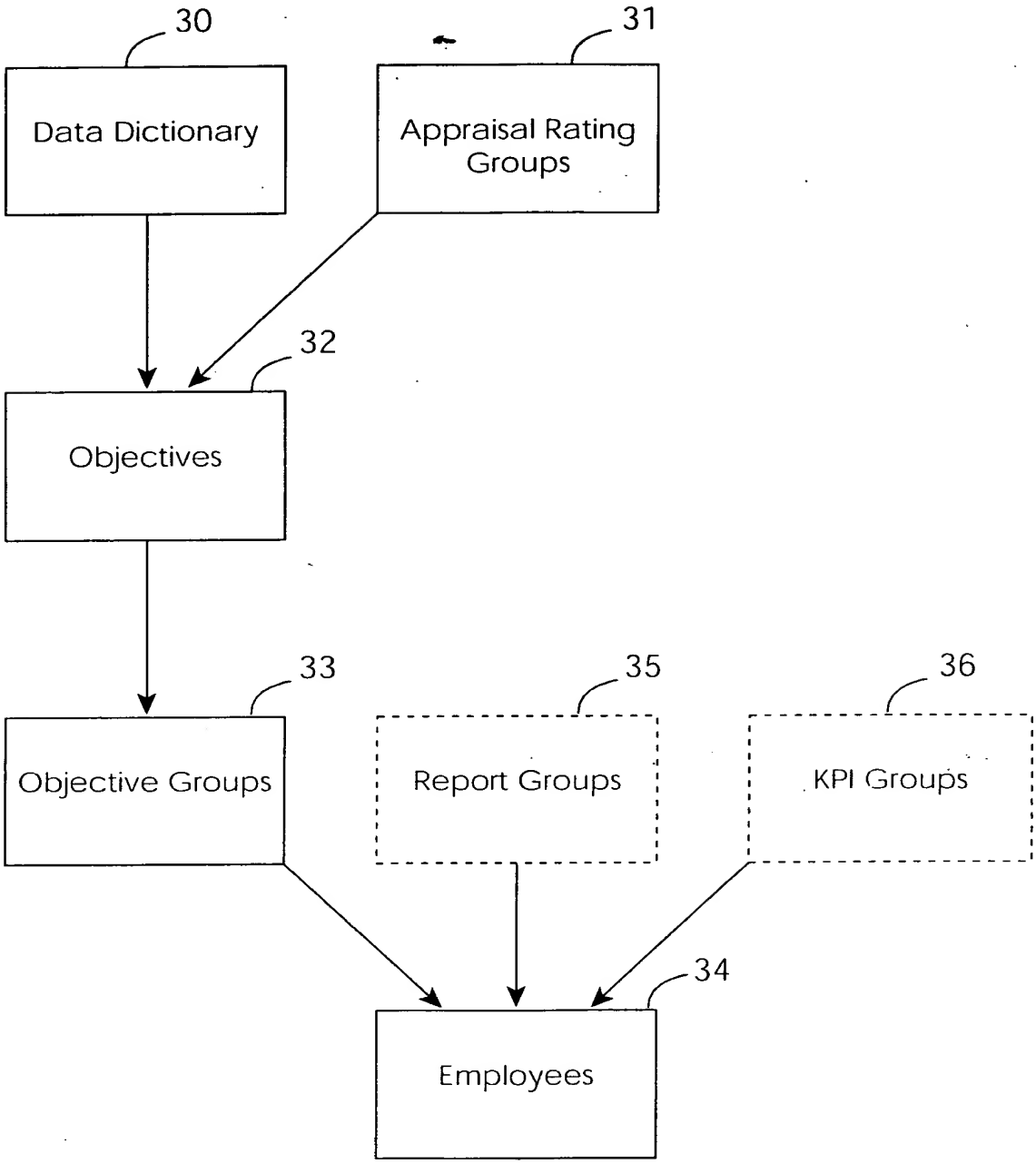
30
Data Dictionary
31
Appraisal Rating Groups
32
Objectives
33
Objective Groups
35
Report Groups
36
KPI Groups
34
Employees

Fig. 5